

## Retainer Day Guidance: Frequently Asked Questions (FAQs)

► Updated: 03.04.2021

Topic	Question	Answer
ERROR UPDATES	For the automatic conversion of "V" to "C" retainer days, when will this occur?	The automatic conversion of "V" to "C" retainer days is complete. There are no longer any "V" days entered after March 13, 2020. You may confirm these changes by reviewing each person's attendance calendar or the Attendance Summary Report for any given month. Only "V" days for Residential Service were converted. No other code changed
ERROR UPDATES	How will a provider know when their error updates have been processed?	Providers will be notified when error updates submitted have been processed. Once completed, providers will be able to review people's calendars in PCIS2 to verify the change. Any changes made requiring additional payment, will be adjusted on a future quarterly invoice.
ERROR UPDATES	Please recap the general guidance for submitting error updates required by this guidance.	Any error update that was submitted to change a retainer day prior to the updated guidance has been discarded in order to set a new starting point. This does not affect error updates submitted for any other reason. After carefully reviewing the guidance memo, Providers should review the attendance currently recorded in PCIS2 for the people they serve to ensure it accurately reflects services delivered and accurate use of "C" Days. When calendar changes are required, providers should submit error updates to their regional office for processing. The error update process is the only way changes can be made to a calendar retroactively. When calendar changes are completed within PCIS2, providers will be notified by email. Please attach no more than 10 error update forms in any one email sent to a regional office.
ATTESTATION	If the retainer days were used in FY '20, do we have to still submit the attestation?	DDA has sought guidance from CMS. We will revert with the answer once we have received guidance.
ATTESTATION	If we laid off staff providing supports in the Supported Employment program, but did not lay off staff in the Residential program, are we allowed to request retainer payments for Residential, but not for Supported Employment?	Retainer days are by program, not agency.

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ATTESTATION	If we have laid off staff, but have already submitted and been paid for Retainer Days, how will we notify DDA that we are now not eligible for these days. When can we expect recoupment of these days? How do we note this on the cost report as the days in PCIS2 will not match our cost report submission.	DDA has sought guidance from CMS. We will revert with the answer once we have received guidance.
ATTESTATION	Do you consider termination of an employee due to cause the same as layoff?	No
ATTESTATION	If i do not use retainer days in a quarter do I need to fill out the attestation form?	No
ATTESTATION	Do the guardrails suggest we can not have received other sources of funding at all during appendix K or those funds can not be used for the same time period that the retainer days were billed for?	DDA has sought guidance from CMS. We will revert with the answer once we have received guidance.
ATTESTATION	Does the guardrail referencing no reduction in staff apply to only the period within appendix K that we bill any retainer days or is the guardrail that we can not bill retainer days at all if we have had to reduce staff levels at any point during Appendix K	DDA has sought guidance from CMS. We will revert with the answer once we have received guidance.
ATTESTATION	What if you laid off staff in a different quarter during Appendix K than the quarter you are billing retainer days? Are you allowed to bill those retainer days because it is in a different quarter or does that fact that we had to reduce staff at all during Appendix K disqualify us from using retainer days?	DDA has sought guidance from CMS. We will revert with the answer once we have received guidance.
ATTESTATION	Slide 15 makes it look like we are attesting before billing C days? Is that right?	The quarterly attestation is only used for billing of retainer days. If there are not retainer days billed then there would not need to be an attestation.
ATTESTATION	We employ over 150 people. We had to lay-off 4 people because they were not willing to work in direct care. Does that mean that we would not be eligible for retainer days?	No
ATTESTATION	Are the reporting periods quarterly?	Yes

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ATTESTATION	Page 24 says, "Providers who entered up to 30 retainer days since March 13, 2020 do not need to take any action." Our retainer days were submitted correctly, but we did receive a PPP loan, what should we do at this point?	DDA has sought guidance from CMS. We will revert with the answer once we have received guidance.
ATTESTATION	Do the guard rails apply to FY20? Is there an attestation for FY20 retainer days?	DDA has sought guidance from CMS. We will revert with the answer once we have received guidance.
ATTESTATION	There is a guardrail that relates to revenue not exceeding the quarter prior to PHE. Is this revenue on a total level, or by program?	DDA has sought guidance from CMS. We will revert with the answer once we have received guidance.
ATTESTATION	Are the guardrails compared to DDA Advance payments in the quarter or the earned revenue based on actual attendance?	Guardrails are not compared to any advance payments that are made in the invoicing process. They would apply to the quarter of actual certified and earned attendance recorded in PCIS2.
POLICY	This is related to residential group homes. While the house is under quarantine - due to COVID exposures, should the "C" days be used for the duration of the quarantine? Or should "P" days be used.	For residents quarantined in the house, Isolation Days should be used. For residents not served C Days should be used.
POLICY	The 120 retainer hours for PS is for the duration not 120 per month?	120 retainer hours for the duration of the Appendix K
POLICY	For PS in the original Appendix K we were told that a data patch would be done for the hours to cover the day program closure, is this correct or were these hours to be entered in PCIS?	Additional PS Hours were added to each persons authorized service
POLICY	C days are they not allowed for when a residential client is hospitalized with COVID.	As per DDA Appendix K #1 - Retainer Payment Guidance - Revised Feb 11, 2021, COVID Day - C Days can be used when a person is hospitalized with COVID. The guidance notes retainer payments are for direct care staff and providers who normally provide services that include habilitation and personal care, but are currently unable to due to: (1) health and safety risk; (2) State mandates; (3) complications experienced during the COVID-19 pandemic because the participant is sick due to COVID-19; (4) the participant is isolated or quarantined based on local, State, federal and/or medical requirements/orders; and/or (5) is staying with family/friends due to concerns of getting the virus if they remain in the residential home.

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POLICY	How are the numbers calculated for personal support per month, in consideration with months with 31 days. Providers are not paid fully for those months with 31 days using this numbers.	Retainer Days/Hours are available for the duration of Appendix K and are not affected by the number of days in a month
POLICY	How were COVID Hours credited to Individuals do you have to increase staffing for such individuals?	For residential, DSP hours were increased.
POLICY	If we entered retainer days in PCIS2 but now through the guardrail guidance we are not eligible, am I correct that we would submit error update to remove?	Yes
POLICY	What are some of the reason we may need to use retainer days for residential provider?	Some examples include a person decided to stay with family and not remain in the group home during the public health emergency or the person was hospitalized.
POLICY/FISCAL	If a provider's revenue (including retainer days) in FY20 Q3 & Q4 are greater than that of the quarter prior to the PHE, are those subject to recoupment? Should providers do error updates to move those retainer days to future quarters where revenue is decreased?	Based upon the current guidance the answer is yes. But DDA is seeking further clarification from CMS regarding the attestation and guardrails.
POLICY/FISCAL	If we submit error updates to remove FY20 retainer billing, how long until we can start entering those days in future PCIS billing (January, February)?	You can begin entering any available days as soon as they are available under your count.
LTSS	How do you submit retainer hours for personal support clients that have services in LTSS?	There is an invoice posted on the DDA website: <a href="https://dda.health.maryland.gov/Pages/DDA%20Forms.aspx">https://dda.health.maryland.gov/Pages/DDA%20Forms.aspx</a>
LTSS	How do we get Payment remittance report on LTSS?	In the provider portal, on the report page there is a remittance report that can be run. To run the report you have to input the criteria, time period, provider details, etc., then run the report.
LTSS	I need guidance as to which invoices to use for the PILOT	Please use the LTSS COVID Billing Form
LTSS	How do we submit COVID Retainer Payments for clients in the LTSS Pilot program?	To bill for these services, providers would need to fill out an LTSS Billing Claims Summary form based on the dates of service being billed. The forms can be found on the DDA Website under the Forms section here: <a href="https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx">https://dda.health.maryland.gov/Pages/DDA_Appendix_K.aspx</a> . Instructions on how to fill out the form and where to send it are included in each form.

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FISCAL	What were the changes, if any, to the Cost Report Template? If we are not making any changes to FY20 can we use the previous template?	The current FY 20 cost report template posted on the DDA website was updated to accommodate the appendix K authority, and is the correct version of what should be used for FY20 FPS reconciliations.
FISCAL	Sixteen days to complete this review for FY20 is not realistic. Is there any wiggle room on the date?	To allow time for the above error update corrections of attendance to occur prior to the submission of your final FY'20 Cost Reports, the DDA is extending the grace period to May 31, 2021 before any late penalties would be assessed.
FISCAL	Also, the FY2020 Cost Report has no option to note the attendance should be "C" for Covid.	This issue is being addressed; we will communicate once the issue has been resolved.
FISCAL	Our annual audit has already been completed. How should we report additional revenue related to retainer payments to reconcile the cost report to the audited financial statements?	You should have your auditor complete an addendum to the financial statement to capture that revenue related to retainer payments.
FISCAL	We self-insure for MD Unemployment. When the State of Maryland presented the invoice for Q3 and Q4 2021 payments, the State does not show the amount of the Federal payment of 50%. Are we required to show this 50% Federal payment of these costs on the cost report as Federal revenue?	Retainer payments should be included and shown as 100% DDA revenue, not split.
FISCAL	Do the days related to FY20 need to be reported on the FY20 cost report?	Yes.
FISCAL	Our audit has closed with retainer days posted to revenue. that possibly are now not allowed. Will this be sorted out during the reconciliation process?	Yes.
<b>Developmental Disabilities Administration</b>	<b>Visit:</b> 201 West Preston Street, Baltimore, MD 21201	<b>Find Out More:</b> 844-253-8694   <a href="http://dda.health.maryland.gov">dda.health.maryland.gov</a>